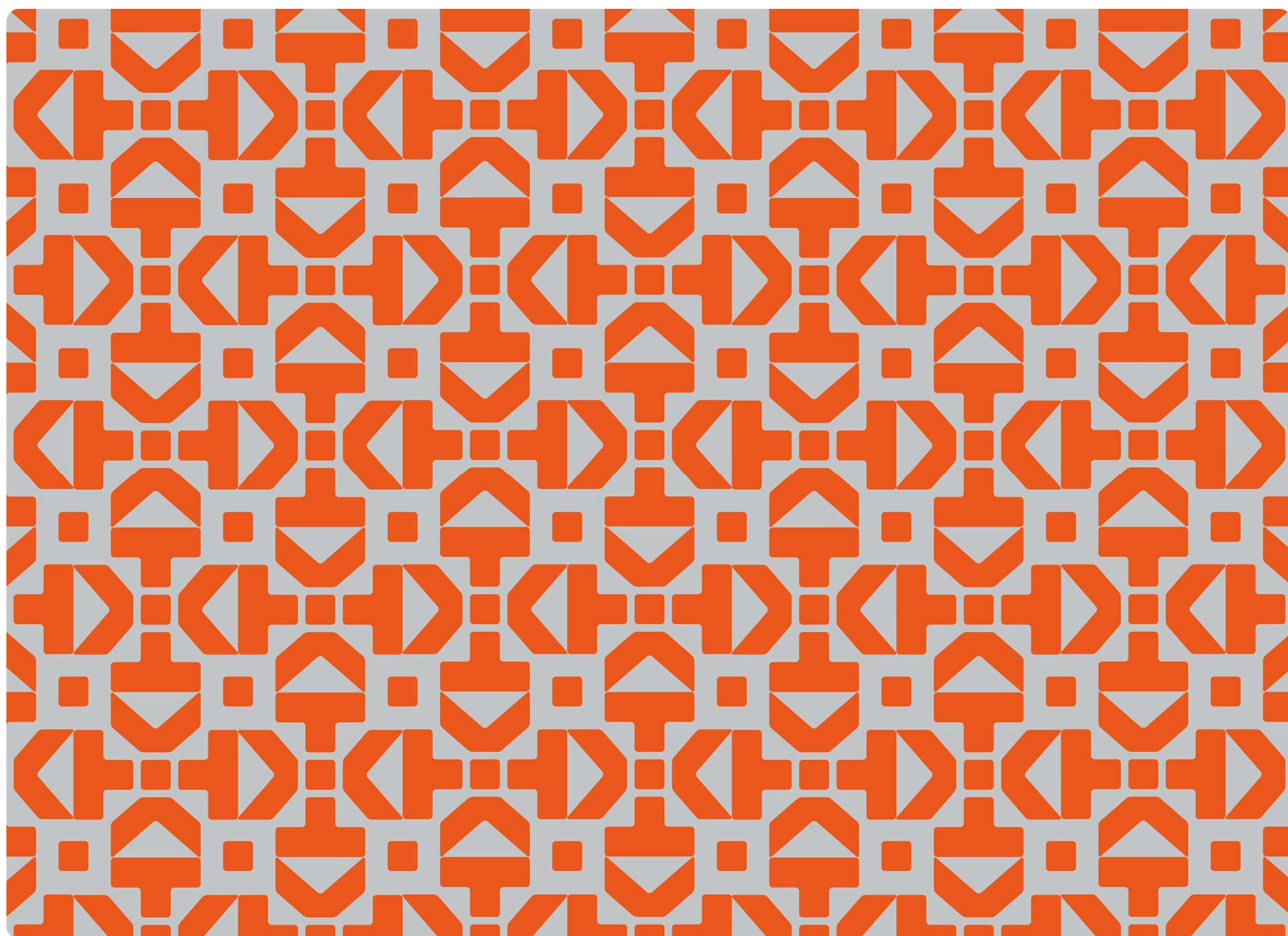


# Tender Specification

Competitive dialogue for procurement of a digital solution  
for administration, production, execution, and analysis of  
tests and examinations





## **Tender Specification**

Competitive dialogue for procurement of a digital solution for administration, production, execution, and analysis of tests and examinations

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### **Version 0.8**

16. December 2022

## Contents

<b>1</b>	<b>Introduction .....</b>	<b>3</b>
1.1	Contracting authority .....	3
1.2	Background.....	3
<b>2</b>	<b>The Procurement.....</b>	<b>4</b>
2.1	The objective of the procurement.....	4
2.2	Procedure.....	5
2.3	Execution and time schedule.....	5
2.4	Duration and options.....	7
2.5	Communication and information.....	7
2.6	Language .....	8
2.7	Electronic signature.....	8
2.8	Pay and working conditions requirements.....	8
2.9	Reservations and deviations.....	8
2.10	Remuneration for participation in the dialogue .....	9
2.11	Public disclosure and confidentiality.....	9
2.12	Confidentiality and processing of personal data .....	9
2.13	Changing and withdrawing bids.....	10
2.14	Notification on awarding contract and waiting period.....	10
2.15	Cancellation .....	10
<b>3</b>	<b>Qualification and selection .....</b>	<b>11</b>
3.1	Application .....	11
3.2	The European Single Procurement Document (ESPD) .....	11
3.3	National grounds for rejection .....	11
3.4	Declaration of commitment .....	12
3.5	Qualification criteria.....	13
3.6	Selection criteria.....	14
<b>4</b>	<b>The Dialogue .....</b>	<b>15</b>
<b>5</b>	<b>Assessment and award .....</b>	<b>17</b>
5.1	General .....	17
5.2	Specification of requirements and contractual obligations .....	17
5.3	Submission of bid .....	18
5.4	Content of the bid.....	18
5.5	Award criteria .....	20
5.6	Assessment method.....	20
<b>6</b>	<b>Attachments .....</b>	<b>21</b>

# 1 Introduction

The Norwegian Directorate for Higher Education and Skills (HK-dir) invites suppliers to submit applications for participation in a competitive dialogue. The dialogue will culminate in a final tender for the procurement of a new digital solution for administration, production, execution, and analysis of tests and examinations. Only applicants selected for the competitive dialogue rounds may provide bids in the final tender.

## 1.1 Contracting authority

The Directorate for Higher Education and Skills (HK-dir) was established on 1 July 2021, under the Norwegian Ministry of Education and Research. The Directorate is the executive agency for the Ministry of Education and Research within the higher education and higher vocational education sectors and is responsible for the national skills policy. This includes advising the Ministry, implementing national policies, and coordinating incentive schemes and management instruments.

The Directorate shall contribute to enhancing the quality of education and skills, strengthen international collaboration, and be a driving force for the digital restructuring of Norwegian universities and university colleges.

The objective of the Directorate is to enhance knowledge and skills in the population, make lifelong high-quality education and learning accessible to all, and ensure that employers have access to a competent work force. For more information, see the Customer's website:

<https://hkdir.no/norwegian-directorate-for-higher-education-and-skills>.

## 1.2 Background

One objective of HK-dir is to contribute to increased participation in work life and social life for immigrants. A part of this is ensuring that immigrants receive competence-enhancing measures that support this objective.

Immigrants to Norway must have the opportunity to document their knowledge of Norwegian society and their Norwegian language skills. Without a solution for this, immigrants will not be able to meet regulatory requirements in applications for permanent residence permit, citizenship, or admission to higher education, nor will they be able to document Norwegian language skills when applying for a job.

The Ministry of Labour and Inclusion has commissioned HK-dir to develop Norwegian language and social studies tests, as well as the Citizenship test. The tests must be carried out in a digital test solution for which the directorate is responsible.

It is essential for HK-dir that the testing solution ensures that the Norwegian language, social studies, and Citizenship tests can be delivered safely, efficiently and with high quality. This requires, as a minimum, that the testing solution complies with the requirements and guidelines in

the Norwegian public sector digitalization strategy<sup>1</sup> and in the latest governmental circular on digitalization<sup>2</sup>.

There is currently a single supplier of the existing digital solution for administration, execution, and rating of the tests. The agreement with the current supplier expires in 2025. A new competition must therefore be held to procure a solution that meets the needs of the users of the solution.

HK-dir will use the procedure Competitive Dialogue in the procurement of a new testing solution. The new solution will be put into use in the first quarter of 2025.

## 2 The Procurement

### 2.1 The objective of the procurement

The objective of the procurement is to acquire a well-functioning digital solution for the administration, development, execution, and analysis of tests and examinations. The solution needs to be implemented and ready for use within the first quarter of 2025.

It is essential for HK-dir to enter a contract with a solid supplier offering a solution which ensures that the Norwegian language, social studies, and Citizenship tests can be delivered safely, efficiently and with high quality.

Further descriptions of the objective for the procurement, overall needs, and the processes in the testing solution are provided in Attachment 1 - Initial Assignment. A further, preliminary detailing of needs is provided in Attachment 2 – Description of Needs for a New Solution.

The purpose of the competitive dialogue is to find out in what way and to what extent needs and requirements of HK-dir can be met. If parts of the need are not met by bidders in the final competition, or we are unable to achieve sufficient competition for parts of the need, HK-dir reserves the right to withdraw parts of the need from this competition and cover the remaining need through one or more separate procurements after this competition has finished. Suppliers must therefore be prepared for the possibility that the contract may require cooperation with third parties to facilitate necessary integrations between the solutions.

#### 2.1.1 *Cooperation between suppliers*

This procurement will not be open for partial contracts.

HK-dir is looking for the solution that best resolves the overall needs and requirements, and suppliers are encouraged to seek solutions and consider partnerships with other suppliers to fulfil this goal. Suppliers who would like to participate in the competitive dialogue are not required to have ready-made solutions for every single process area/ phase in the Initial Assignment document. However, they should be able to present solutions that cover most of the processes. HK-dir encourages innovative approaches and the consideration of partnerships to establish

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<sup>1</sup> Digital strategy for the public sector 2019-2025 / Digital strategi for offentlig sektor 2019-2025)

<sup>2</sup> Digitaliseringsrundskriv, dated 11. January 2022, ref. no. H-5/21

solutions for any remaining needs and requirements. A registration form will be made available for suppliers who are interested in cooperation with other suppliers.

### 2.1.2 Use of terms in the procurement documents

In the present document, all suppliers applying to take part in the dialogue are referred to as “Applicant”, whilst the suppliers who have been selected to participate in the dialogue are referred to as “Bidder”. “Contractor” is the term that will be used for the supplier awarded the contract. Hereinafter the Norwegian Directorate for Higher Education and Skills is referred to as the “Customer”.

The terms “Bidder” will be used throughout the dialog, even though the documentation/proposals that is requested from the bidders in the dialogue are non-binding proposal for solutions until the dialog has ended, and a final bid is given.

## 2.2 Procedure

The procurement will be executed in accordance with the Public Procurement Act dated 17. June 2016 (Norw. *Lov om offentlige anskaffelser*, “LOA”) and the Public Procurement Regulation (Norw. *Forskrift om offentlige anskaffelser*, “FOA”) dated 12. August 2016, Part I and Part III. Specifically, the procurement will be arranged in accordance with the competitive dialogue procedure, cf. FOA section 13-2.

In a competitive dialogue, the Customer may set a lower and upper limit for the number of suppliers who are selected to offer tenders, cf. section 16-12 of the FOA. The Customer will select between four (4) and ten (10) of the best qualified Applicants to participate in the dialogue.

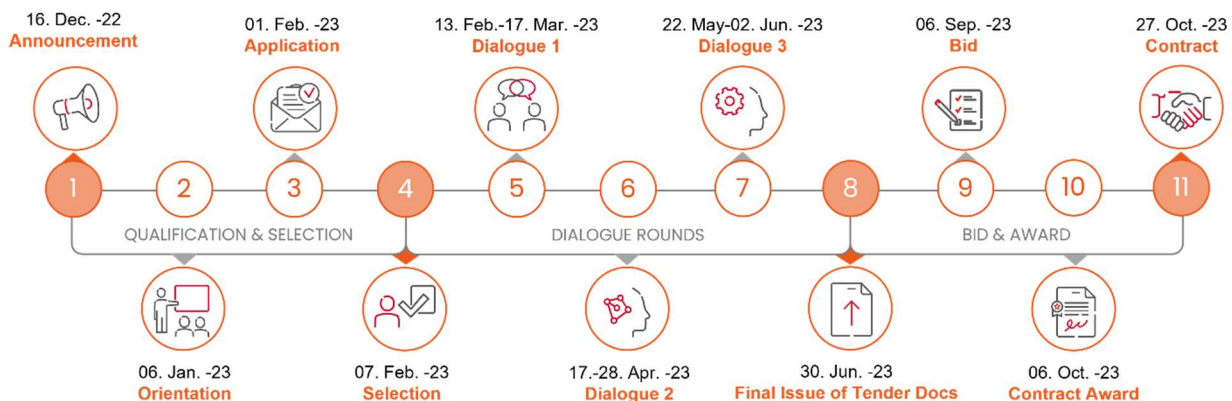
The Customer reserves the right to reduce the number of Bidders through the dialogue phase, in accordance with FOA section 23-11.

## 2.3 Execution and time schedule

The procurement will be carried out as a three-stage competition in the form of competitive dialogue. The following figure is a schematic presentation of the process:



A tentative timeline for the steps in the procurement is shown in the illustration below. Specific dates are indicative only.



### ► Stage 1: Qualification and selection

The competition begins with a qualification phase. Only Applicants who fulfil the qualification requirements specified in section 3.5 may be invited to further participation in the competition. To limit the number of participants in the dialogue phase, the Customer may rank the Applicants based on the selection criteria in section 3.6 and invite the highest-ranking Applicants for further participation. The Customer intends to invite between four (4) and ten (10) qualified Applicants to the initial dialogue meetings.

Tentative progress plan for stage 1 of the process:

Date	Activity
16.12.2022	Competitive dialogue is announced publicly.
06.01.2023 @ 10:00CET	Orientation meeting.
13.01.2023	Time limit for suppliers to register their interest in contractual co-operation.
24.01.2023 @ 12:00CET	Time limit for submitting questions to be answered before the time limit for applications.
01.02.2023 @ 12:00CET	Time limit for receipt of Qualification Documentation and Application to participate in the dialogue.
07.02.2023	Selection of Applicants to participate in the dialogue is announced.

The orientation meeting on 06.01.2023 will be conducted digitally on Zoom. Meeting invitations with a link to join the meeting will be sent to parties who have registered their interest in the competition through the EU-supply portal, cf. section 2.5.

### ► Stage 2: Dialogue

The highest-ranking Applicants according to the specified selection criteria in section 3.6 are invited to further participation in the competition and are hereafter referred to as Bidders.

Through several rounds of dialogue meetings between the Bidders and the Customer, the tender documents will be updated. Upon conclusion of the dialogue phase, the final tender documents with final needs and requirements will be published by the Customer.



The Customer may reduce the number of Bidders through the dialogue rounds, based on the award criteria in section 5.6

Tentative progress plan for stage 2 of the process:

Date or Week	Activity
7.02.2023	The Customer sends invitations for dialogue to the selected, qualified Applicants.
Week 7-11, 2023	First round of dialogue meetings with the invited Bidders.
Week 16-17, 2023	Second round of dialogue meetings.
Week 21-22, 2023	Third round of dialogue meetings.
Week 26, 2023	Publishing of final tender specification.

### ► Stage 3: Bid, assessment and award

Following the publication of the final tender specification, the Bidders will prepare and submit their final Bids based on the final tender documents. The contract will be awarded after an overall assessment of the Bids, based on the award criteria specified in section 5.6.

Tentative progress plan for stage 3 of the process:

Date or Week	Activity
Week 26, 2023	Publishing of final tender specification.
Week 36, 2023	Time limit for bids.
Week 36-39, 2023	Customer assessment of the bids.
Week 39, 2023	Decision on awarding the contract.
Week 39-42, 2023	Waiting period before entering contract.
Week 42, 2023	Entering contract with the selected Bidder.

## 2.4 Duration and options

The Customer intends to enter into an agreement with a duration of 6 years, with optional extension periods totalling 6 years. The Customer will have the option of prolonging the contract period for 2 years at a time, for a total of 3 extension periods. If the Customer wishes to use the contract extension option, the contractor must be notified at the latest 6 months in advance.

The Customer reserves the right to increase the number of annual throughput of examinations and tests beyond the expected amount.

The Customer reserves the option of extending the agreement to apply to additional tests and examinations for which HK-dir is, or will become, responsible.

## 2.5 Communication and information

All communication in this procurement process must take place through the electronic procurement solution EU-supply and will be logged. The supplier must not make personal contact with anyone in HK-dir in connection with the process. Questions and answers will be made



available in anonymized form to all the suppliers who have registered an interest in the procurement in EU-supply.

If the applicant or bidder needs assistance in learning how to use the EU-supply portal, send an email to: [kgv@eu-supply.com](mailto:kgv@eu-supply.com) , tlf: +47 23 96 00 10.

## 2.6 Language

The application and all documents associated with the application must be submitted in Norwegian or in English. This also applies to written communication regarding the application.

The dialogue will be conducted in Norwegian or in English. All slides and material provided by the Customer will be in English.

The bid and all documents associated with the bid must be submitted in Norwegian or in English. This also applies to written communication regarding the bid.

The contracts with all their attachments will be in English unless the Contractor prefers Norwegian.

## 2.7 Electronic signature

When communicating, submitting the application, and submitting the bid the bidder will be asked for an electronic signature to confirm the identity of the bidder. An electronic signature can be obtained from [www.commfides.com](http://www.commfides.com), [www.buypass.no](http://www.buypass.no) or [www.bankid.no](http://www.bankid.no).

It may take some days to obtain an electronic signature. This should therefore be arranged at an early stage in the process.

## 2.8 Pay and working conditions requirements

This procurement is covered by regulation dated 8. February 2008 no. 112 on pay and working conditions in public contracts. The contract will include requirements and sanctions in accordance with this regulation.

## 2.9 Reservations and deviations

Any reservations or deviations must be clearly stated in applications and bids. These must be clearly and unambiguously phrased so that they can be assessed without the Customer needing to contact the bidder.

The supplier must state what consequences the deviation has for the performance, the price and/or other aspects of the bid. Reference to standardized contract conditions will be considered a deviation if they deviate from conditions in the tender documents.

Deviations can result in the bid being rejected from the competition, cf. FOA section 24-8. Bids that contain significant deviations from the tender documents must be rejected in accordance with FOA section 24-8 (1)b

## 2.10 Remuneration for participation in the dialogue

The applicants chosen to participate in the dialogue will be compensated for the dialogue rounds they participate in.

Round 1	“Overview”	NOK 0,-
Round 2	“Review”	NOK 50 000,-
Round 3	“Final Review”	NOK 50 000,-

Bidders taking part in all the dialogues will be paid a total of NOK 100 000,-. This is intended to cover some of the expenses that bidders will incur from taking part in the competitive dialogue process. This remuneration will be paid after completion of the dialogue phase; see progress plan.

For bidders who participate in the competition jointly (as a consortium), the Customer will assess whether the compensation per dialogue round should apply to the full consortium or to each participant in the consortium.

## 2.11 Public disclosure and confidentiality

The Freedom of Information Act (Offentleglova, 19. mai 2006) and the Public Administration Act (Forvaltningsloven, 10. februar 1967) regulates the public access to public procurement documents. The Customer and its employees are obliged to prevent others from gaining access to or knowledge about, among others, technical devices and procedures, as well as operational or business matters that are deemed important to keep confidential for competitive reasons, cf. FOA section 7-4, cf. Public Administration Act section 13 and the Freedom of Information Act section 13.

On request, the Bidder must submit a version of the Bid in which business secrets are redacted (blacked out). In the event of a request for access, the Customer will make an independent assessment of whether the information is of such a nature that the Customer is obliged to exempt it from public disclosure, cf. Public Act section 29.

## 2.12 Confidentiality and processing of personal data

All information that the applicant gains knowledge of through the application and in the preparation of the bid must be treated confidentially.

An applicant may not make public comments relating to this process without first obtaining written consent from the Customer.

The Customer is the controller of personal data processed in the procurement process and EU-supply is the data processor, cf. the General Data Protection Regulation (GDPR). To minimize the amount of personal data in the EU-Supply portal, it is requested that applicants and bidders only include personal data in the application or bid that is necessary for the completion of this procurement.

### 2.13 Changing and withdrawing bids

A bid may be changed up to the time limit for bids by accessing the EU-supply portal, opening one's bid, making changes, and re-submitting the bid. The last submitted bid is regarded as the final one. A bid may also be withdrawn through the EU-supply portal up to the time limit for bids.

### 2.14 Notification on awarding contract and waiting period

All affected bidders will be notified in writing and at the same time about the choice of bidder. The notification will contain a justification for the choice and the waiting period from when notification is sent until contract can be signed.

If the Customer finds that the decision on the choice of bidder is contrary to the regulations, the decision can be overturned until the contract is concluded.

### 2.15 Cancellation

The Customer may cancel the competition with immediate effect if there is an objective reason, cf. FOA section 25-4. Such objective reasons may be, but is not limited to, political decisions and changes in budget decisions etc.

### 3 Qualification and selection

To be able to participate in the competitive dialogue, applicants must submit applications as described in sections 3.1 and 3.2, and fulfil the qualification requirements in section 3.5. Further restrictions may apply as described in section 3.3.

#### 3.1 Application

There are two parts to the application:

1. Documentation of qualification requirements. This must include:
  - ESPD form (section 3.2)
  - Documentation of qualification criteria (section 3.5)
2. The dialogue application. This must include attachments with the documentation requested in the selection criteria (section 3.6).

All applications must be submitted electronically via the EU-supply portal, <https://eu.eu-supply.com>, within the time limit for applications.

#### 3.2 The European Single Procurement Document (ESPD)

As preliminary documentation of complying with the qualification requirements, and to show that no grounds for rejection are present, the Applicant must fill in the ESPD form in the EU-supply portal. The Customer may at any time in the competition request the Applicant/ Bidder to submit all or parts of the documentation evidence if this is required to ensure that the competition is being carried out correctly.

#### 3.3 National grounds for rejection

##### 3.3.1 *General*

The Norwegian procurement rules go further than what follows from the grounds for rejection stated in the EU directive relating to public procurements and in the standard ESPD form. It is therefore stated explicitly that, in this competition, the grounds for rejection in FOA section 24-2 also applies, including purely national grounds for rejection.

The following grounds for rejection in FOA section 24-2 are purely national grounds for rejection:

FOA section 24-2(2). This provision states that the contracting authority shall reject a bidder when it is known that the bidder has been convicted of a criminal offence or has accepted a penalty notice for the indicated punishable offences. The requirement that the principal must reject bidders who have accepted a penalty notice for the indicated punishable offences is a special Norwegian requirement.

FOA section 24-2(3) (i). The ground for rejection in the ESPD form only applies to severe errors in the performance of a profession, while the Norwegian ground for rejection also includes other serious errors that may raise doubts about the bidder's professional integrity.

### *3.3.2 Total declaration on all qualification requirements in the ESPD form*

In this competition the applicants/ bidders can provide a comprehensive declaration in the ESPD form that they meet all the qualification requirements that are present in the tender specifications. This is done in Part IV section (a) of the ESPD form.

### **3.4 Declaration of commitment**

The applicant/ bidder may choose to rely on the capacities of other entities to fulfil criteria relating to economic and financial capacity or criteria relating to technical aspects, capacity or capabilities, cf. FOA § 16-10. If the applicant/ bidder relies on the capacity of other entities, the applicant/ bidder shall document that the required resources are at their disposal, for example by producing a declaration of commitment by both parties to that effect.

The above applies regardless of the legal nature of the links that the applicant/ bidder has with the other entity, e.g., the supporting entity may be the parent company of the applicant/ bidder, another company in the same corporation, a business partner, or similar.

### 3.5 Qualification criteria

ID	Requirement for Applicant	Requirements for documentation
01	The Applicant must be a legally established business.	<p>Norwegian companies: Certificate from the Register of Business Enterprises.</p> <p>Foreign companies: Confirmation that the company is an officially registered in a register of business enterprises, professional register, or trade register in the country where the Applicant is established.</p>
02	The Applicant must be up to date with the payment of taxes, employer's contribution, and value-added tax.	<p>Norwegian companies: Tax certificate, not older than six months (applies to Norwegian applicants).</p> <p>Foreign companies: Tax certificate or similar from the country where the Applicant is established, not older than six months.</p>
03	<p>The Applicant must have the economic and financial capacity to implement the contractual obligations.</p> <p>Credit rating A or equivalent will be sufficient to fulfil the criterium, demonstrating high credit quality with a low default risk.</p>	<p>Business credit rating report based on the Applicant's last available annual accounts. The rating must be performed by a certified credit rating agency.</p> <p>If the Applicant has an objective reason for not producing the documentation requested by the Customer, the Applicant may document their economic and financial capacity by submitting any other document the Customer deems to be suitable for the purpose.</p>
04	The Applicant must have established a well-functioning quality assurance system suited for the services to be provided under this contract	<p>Description of the Applicant's quality assurance system/management system. System certificate issued by accredited certification bodies, such as ISO-certifications, or equivalent documentation must be attached.</p> <p>Other documentation for equivalent quality assurance measures will be accepted if the Applicant does not have the opportunity to obtain such certificates within the deadline.</p>

Applicants must document that they meet the qualification requirements in their application to participate in the dialogue, see section 3.1.

### 3.6 Selection criteria

Selection of applicants will be based on the application to participate in the dialogue and documentation of the items requested in the table below.

Between four (4) and ten (10) of the qualified applicants with the highest total score on the criteria below will be selected for participation in the dialogue phase.

ID	Criterion	Evaluation
<b>01</b>	<p><b>Competence and capacity</b></p> <p>Please provide an overview of the Applicant's competence and capacity within:</p> <ul style="list-style-type: none"> <li>• System development and IT-management</li> <li>• Project implementation</li> <li>• User support</li> <li>• Incident management</li> </ul> <p>The description may include personnel at the disposal of the Applicant, even if they are not employed in the enterprise. The Customer requires an overview, not individual CV's.</p> <p>The description shall be no longer than three (3) A4-pages.</p>	<p><b>Weighting: Medium</b></p> <p>The applications will be ranked based on a comprehensive assessment of how each Applicant's description demonstrates competence and capacity within:</p> <ul style="list-style-type: none"> <li>• System development and IT-management</li> <li>• Project implementation</li> <li>• User support</li> <li>• Incident management</li> </ul>
<b>02</b>	<p><b>Reference assignments</b></p> <p>Please describe up to four (4) relevant reference assignments within the last three (3) years. The description must document:</p> <ul style="list-style-type: none"> <li>• Which of the process phases/ areas in the Customer's Initial Assignment document the reference is relevant for.</li> <li>• How the reference supports the Objective and Overall Needs in the Customer's Initial Assignment document.</li> <li>• The volume of users in the reference assignment, including the maximum number of parallel users.</li> </ul> <p>The description shall be no longer than five (5) A4-pages.</p>	<p><b>Weighting: High</b></p> <p>The applications will be ranked based on a comprehensive assessment of how each Applicant's description of reference assignments demonstrates relevance to the goals and process descriptions in the Customer's Initial Assignment document.</p>
<b>03</b>	<p><b>Compliance with public sector requirements</b></p> <p>Please describe how public sector requirements for digitalisation are met in the Applicant's systems and solutions, including:</p> <ul style="list-style-type: none"> <li>• Information security</li> <li>• GDPR</li> <li>• Universal design</li> </ul> <p>The description shall be no more than two (2) A4-pages.</p>	<p><b>Weighting: Medium</b></p> <p>The applications will be ranked based on a comprehensive assessment of how each Applicant's description demonstrates compliance with public sector requirements for:</p> <ul style="list-style-type: none"> <li>• Information security</li> <li>• GDPR</li> <li>• Universal design</li> </ul>



## 4 The Dialogue

All Applicants will be notified of the Customer's decision of which bidders will be asked to take part in the dialogue.

The purpose of the dialogue is to discuss different solutions which satisfies the Customer's needs. Through this process the Customer will specify requirements that will be used as the basis for the competition. These requirements will be based on mapped needs and solutions that will be discussed in the dialogue. Through the dialogue, the bidders will obtain a better understanding of how the Customer works with tests and examinations.

In the dialogue phase, three rounds of dialogues are planned. The Customer reserves the right to add additional rounds and to adjust the planned content of the individual rounds if found necessary.

The outline of the three rounds of the dialogue process are described in the table below.

Round	Goals for each dialogue round
01	<b>Overview of the planned procurement and the bidders.</b>  The objectives of this round are: <ul style="list-style-type: none"><li>- For the Customer to become familiar with each Bidder, the Bidders's solutions, strategies, and plans for their solutions/ digital tools going forward, and to gain an initial understanding of how said solutions may resolve the Customer's needs and requirements.</li><li>- For each Bidder to become familiar with the Customer's needs and requirements for a new digital solution for administration, development, execution, and analysis of tests and examinations.</li></ul>
02	<b>Review of needs/ requirements and potential solutions.</b>  The objective of this round is to review with each Bidder how their solutions may resolve the Customer's needs for a new digital solution, today and in the future.
03	<b>Final review of needs/ requirements and potential solutions.</b>  The objectives of this round are: <ul style="list-style-type: none"><li>- To further review with each Bidder the Customer's needs and requirements, the potential for resolving these with each Bidder's solutions, and the Bidder's capability to deliver.</li><li>- To review other aspects of the procurement, for example technical or contractual aspects.</li></ul>

The objectives of the dialogue rounds may change. The agenda for the dialogues will be issued prior to each dialogue round. The Customer may issue assignments to the Bidders to be solved prior to the round, or requests highlighting specific topics that will be discussed.

The Customer reserves the right to reduce the number of Bidders prior to the start of the next dialogue round. Any such reduction will be undertaken according to the contract award criteria (section 5.6).

The dialogue phase is concluded by the Customer issuing the final tender specifications. The specification of requirements will be based on needs described in the tender specifications with attachments and matters discussed in the dialogue.

## 5 Assessment and award

Preliminary version – Section 5 to be updated during the dialogue phase.

### 5.1 General

Section 5 is only relevant to Bidders who have taken part in the dialogue phase and have been selected to submit a Bid. Section 5 will be modified and updated during and after the dialogue phase, prior to the final issue of the tender documentation.

### 5.2 Specification of requirements and contractual obligations

In the requirements to this tender, the Customer requests a solution for administration, development, execution, and analysis of tests and examinations. Furthermore, the Customer requests configuration, integration, and implementation of this solution, as well as operation, support and further development of the solution together with the Customer.

Contractual obligations in this procurement will be regulated by the Norwegian public procurement standard agreements, SSA (Norw. *Statens standardavtaler, SSA*).

The configuration, integration and some implementation of the solution is expected to be regulated by the SSA-T agreement and be covered by the hourly rates. The operation, support and further development of the product is expected to be regulated by the SSA-V agreement and will be covered in the fee rates. Demand for on-site personnel and development of functionality that will not be part of the Contractor's standard product will be covered by hourly rates. Cloud services and associated configuration, adaptations, and integrations are likely to be covered by the SSA-Little Cloud agreement.

The Customer makes a final decision on which SSA-agreements will be used after the final dialogue round.

Price is documented in a separate price attachment.

The requirements are categorized using the following categories:

	Category	Description
O	Obligatory	All obligatory requirements must be satisfied. If requirements with this classification are not satisfied, the bid can be rejected.
H	High importance	High importance. It is very important that the requirement is satisfied.
M	Medium importance	It is important that the requirement is satisfied.
L	Low importance	The requirement is desirable, but it is less important that the requirement is satisfied.

Within the requirements the use of the word "must" indicates something that is more important than descriptions using the word "should".

#### *5.2.1 Requirements to the solution and implementation of the solution*

The requirements for the product and implementation of the solution are described in Appendixes in the attached SSA agreement.

All requirements have a description (e.g., a user story) and relevance's to the needs. In total, this creates the correct understanding of the requirement and will be taken into consideration when evaluating the bidder's solution description.

#### *5.2.2 Requirements to operations and maintenance of the solution*

The requirements for operations and maintenance of the solution are described in Appendixes in the attached SSA agreement.

### 5.3 Submission of bid

The offer must be submitted electronically in KGV. Tenders that are not submitted to KGV by the tender deadline are rejected in accordance with the regulations for public procurement. The tenderer bears the risk of having the tender submitted electronically in KGV within the deadline. It is not permitted to submit offers by e-mail or by post.

The period where the bid remains binding will be 180 days from the final deadline date.

Bidders who are not users of the EU-supply portal, or who have questions relating to the functionality of this tool, can send an email to: [kgv@eu-supply.com](mailto:kgv@eu-supply.com) , tlf: +47 23 96 00 10.

### 5.4 Content of the bid

The bid must include:

- Tender letter, dated and signed by the person(s) authorised to bind the bidder. Any reservations or deviations, cf. 2.9, shall be included in the tender letter.
- Table of contents with page numbers
- Complete description of quality in use and product quality (section 5.4.1)
- Complete description of ability to deliver (section 5.4.2)
- Complete filled in Price attachment (section 5.4.3)

#### *5.4.1 Complete description of quality in use and product quality*

The requested information is directly based on the Customer's final needs and requirements.

The Bidder must describe how the required functionality is covered in the existing product. If there are requirements not covered in the product it must be stated clearly how the Bidder will meet the requirement within the proposed milestone dates.

The description of the solution must consist of one part per requirement as below (ID x-xx).

The milestones are described in SSA appendices. All functionality described is considered to be in place by the defined milestone dates unless stated otherwise.

ID	Description	Category (cf. 5.2)	Milestone

#### *5.4.2 Complete description of ability to deliver*

The description of the ability to deliver must consist of one part per requirement as below (ID xx-xx).

ID	Description	Requirements	Category (cf. 5.2)

#### *5.4.3 Complete description of price*

ID	Description	Requirements

## 5.5 Award criteria

Description of the award criteria:

ID	Kriterium	Vekting
01	<b>Quality</b>  Based on the Customer's final description of needs and system requirements, the Bidder's description of: <ul style="list-style-type: none"><li>• Understanding of the assignment (section 5.4.1) <i>The Bidder's understanding of the challenges and possibilities in the assignment.</i></li><li>• Solutions (section 5.4.1) <i>The Bidder's solutions.</i></li><li>• Ability to deliver (section 5.4.2) <i>The Bidder's capacity and delivery plan.</i></li></ul>	80% (+/- 10)
02	<b>Price</b> (section 5.4.3)  Complete and unamended price attachment.	20% (+/- 10)

## 5.6 Assessment method

The contract will be awarded to the bidder with the bid offering the best quality-price ratio according to the assessment criteria and weight in section 5.5.

## 6 Attachments

Preliminary version – Section 6 to be updated during the dialogue phase.

At the first announcement of the Tender specification, only attachments that are relevant to the application for participation in the competitive dialogue, i.e., the qualification and selection phase, will be attached:

- Attachment 1: Initial Assignment
- Attachment 2: Description of Needs for a New Solution

In stage 2 of the process, additional attachments will be sent to the bidders, including contracts and contract appendices.



